



COMMONWEALTH OF KENTUCKY JOB CLASS SPECIFICATION

TAXPAYER SERVICES SPECIALIST II

Job Number: 20001798

Job Code: 95390V151016

Job Group: 9500 - REVENUE

Job Established: 02/16/1990

Job Revised: 05/16/2011

Grade: 14 Salary (MIN - MID):

\$18,075-\$23,944 - Hourly

\$2,937.20-\$3,890.90 - 37.5 Hr. Monthly Salary

\$3,133.00-\$4,150.30 - 40 Hr. Monthly Salary

Special Entrance Rate:

NONE

NONE

NONE

PROBATIONARY PERIOD:

This job has an initial and promotional probationary period of 6 months. For additional information refer to: <http://www.lrc.ky.gov/kar/101/001/325.htm>.

CHARACTERISTICS OF THE JOB: *Characteristics of a job are general statements indicating the level of responsibility and discretion of positions in that job classification. These are not intended to be an exhaustive list.*

Provides direct technical assistance to taxpayers to include case resolution, in a central office or a taxpayer service center involving multiple state taxes administered by the Department of Revenue or the Department of Vehicle Regulation. Performs functional supervision or serves as a project leader for resolution of highly technical problems involving state taxes; and performs other duties as required.

MINIMUM REQUIREMENTS:

EDUCATION:

Graduate of a college or university with a bachelor's degree.

EXPERIENCE:

Must have four years of professional experience in tax records examination, tax administration, tax investigation and/or tax auditing including one year of experience in providing direct technical assistance to taxpayers.

Substitute EDUCATION for EXPERIENCE:

NONE

Substitute EXPERIENCE for EDUCATION:

Two years of experience in tax records examination, tax administration, tax investigation, tax auditing, property appraisal, accounting, business administration, collections or a related field will substitute for each year of the required education.

SPECIAL REQUIREMENTS (AGE, LICENSURE, REGULATION, ETC.):

NONE

EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE JOB CLASSIFICATION: *Examples of duties or responsibilities are not to be construed as describing what the duties or responsibilities of any position shall be and are not to be construed as limiting the appointing authority's ability to assign, or otherwise alter the duties and responsibilities of a position. This is not intended to be an exhaustive list.*

Confers directly with taxpayers who call or walk in or write to the central office or taxpayer service center to answer any questions, complaints or to explain adjustments or outstanding tax liabilities and/or delinquencies related to all tax laws administered by the Department of Revenue or the Department of Vehicle Regulation. Explains Department of Revenue or Department of Vehicle Regulation policies, procedures, regulations, tax returns and notices of tax due. Addresses all situations and makes decisions on how to resolve the taxpayer's concerns as well as the Commonwealth's concerns about case resolution, and coordinates the resolution of the inquiries, questions or complaints with all divisions within the department. Explains the laws, procedures, circulars, policies and tax filing requirements to taxpayers. Assists taxpayers in computing and paying tax liabilities, preparing, paying and filing timely and/or delinquent tax returns of multiple taxes administered by the department. Verifies taxpayer registration and completes all facets of taxpayer registration. Corrects or updates improper or missing taxpayer account information. Operates computer terminals to obtain taxpayer account information, outstanding tax bills, and other information. Researches all tax laws, regulations, circulars and policies, to keep abreast of any changes. Assists beginning level specialist. Serves as project leader on special assignments or projects.

UNIQUE PHYSICAL REQUIREMENTS:

TYPICAL WORKING CONDITIONS: *Incumbents in the job will typically perform their job duties under these conditions.*

Incumbents working in this job title primarily perform duties in an office setting.

ADDITIONAL REQUIREMENTS:

Upon appointment, employees in this class may be required to maintain a valid driver's license and required to drive a licensed vehicle. This status may be necessary for the length of time in this class. If this is necessary it will be listed in the specific position description for that position. Applicants and employees in this job title maybe required to submit to a drug screening test and background check. Applicants and employees in positions which perform job duties that may require contact with offenders in the custody or supervision of the Department of Corrections or with youth in the care, custody, or supervision of the Department of Juvenile Justice must meet qualifications pursuant to the federal Prison Rape Elimination Act, 28 C.F.R.115.17 and 115.317.

THE COMMONWEALTH OF KENTUCKY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, SEXUAL ORIENTATION OR GENDER IDENTITY, ANCESTRY, AGE, DISABILITY, POLITICAL AFFILIATION, GENETIC INFORMATION OR VETERAN STATUS IN ACCORDANCE WITH STATE AND FEDERAL LAWS.